

Request for Information

Maine Department of Corrections

Correctional Technology

FINAL
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Request for Information (RFI)

This is a non-binding Request for Information seeking information from interested parties. Vendors should not provide any cost documentation as this is essentially an information gathering and market research exercise. All responses will be considered public information and, as such, the State makes no representation it can or will maintain the confidentiality of such information.

With this RFI we request information regarding your company and your products/services as well as proposals regarding several Focus Areas. The Department will accept responses to any or all Focus Areas.

Submissions will be evaluated and the Department will select vendors for presentations. Information gathered under this RFI will be used to establish specific definitions and parameters for the development of future Requests for Proposals (RFP).

Scope

The Maine Department of Corrections is undertaking efforts to integrate technology into its operations. The Scope of this Request for Information (RFI) is defined in the Focus Areas below.

More information on the Department can be found on www.maine.gov/corrections.

RFI procedure

To answer this RFI, please fill in the attached "Vendor Information Form" and submit a written response of no more than 5 pages per Focus Area. RFI submittals will be evaluated by staff from different functions in the Maine Department of Corrections and the State Office of Information Technology. Vendors will be selected for in-person presentations.

How to deliver answers

Send the attached form in word-format (format unchanged) and your written response by email to scott.goulette@maine.gov by 11:59 p.m. on July 6, 2012.

Contacts

For questions regarding this RFI, you are welcome to contact:

Scott Goulette
Resource Administrator
Maine Department of Corrections

Timeframe

05/23/2012 – The RFI posted
06/22/2012 – Last date for questions
07/06/2012 – Last date for submission of RFI answer
07/20/2012 – Notification of Vendor Demonstrations

Focus Area #1: Control Room Consolidation

Statement of need

The Department is undertaking efforts to create central control rooms in its adult medium and maximum security facilities. Facilities currently rely on a mix of central, local and pod control. The Department's intent is to consolidate these control centers at each facility into one central control.

Background

The Department is seeking to consolidate control rooms in the following facilities:

- Maine State Prison, Warren, ME: Facility and security system built in 2001, can house up to 1000 adult inmates with a combination of sentences of 5 years or more. Existing automated security systems use Touch Screen monitors, (via desktop computers with Wonderware software), to control various facility devices, including:

1. Inmate Doors
2. Staff Doors
3. Call Button (Audio) integration
4. Man-down Alarm integration (current system using sonar detectors – feedback to PLCs)
5. Video Surveillance integration - Camera selection and viewing
6. Fire Alarm location integration
7. Some lighting control
8. Some Water control (valve control)

The facility also utilizes Card Swipe/Palm Readers interfacing with MDI Security LLC servers for staff facility door access.

- Maine Correctional Center, South Windham, ME – Older facility, houses approximately 700 adult inmates with sentencing length from 1-5 years. The current system is past its useful life and has not been significantly upgraded in over 20 years.

Areas of Interest

The Department seeks information and proposals on how to achieve consolidated central control in the facilities mentioned above.

The Department is also interested in integration of new technology, such as but not limited to:

1. Cell phone detection
2. Outdoor man-down detection capabilities (e.g., GIS, mobile radio, etc.)
3. RFID inmate location capabilities

Questions

1. To what extent can the Vendor demonstrate expertise and experience in *designing and implementing* New Automated Correctional Security Systems?
 - a. What security technologies has the Vendor consolidated? Examples:
 - i. Inmate Doors
 - ii. Staff Doors
 - iii. Call Button (Audio) integration

- iv. Man-down Alarm integration
 - v. Video Surveillance integration - Camera selection and viewing
 - vi. Fire Alarm location integration
 - vii. Some lighting control
 - viii. Some Water control (valve control)
 - ix. Intercom
2. What information does the Vendor require in an RFP in order to provide accurate estimates of costs needed to design and implement New Automated Correctional Security Systems?
 3. What information does the Vendor require in an RFP in order to provide accurate estimates of costs to reverse-engineer an existing automated security system? (e.g., High level architecture diagrams, wiring diagrams, TS code, PLC code, etc.)
 4. To what extent can the Vendor demonstrate expertise and experience in *consolidating* Automated Correctional Security Systems?
 5. The MDOC is also interested in the Vendor's experience in integrating new/additional security technologies, such as:
 - a. Cell phone detection
 - b. Outdoor man-down detection capabilities (e.g. GIS, mobile radio, etc.)
 - c. RFID inmate location capabilities
 - d. Please indicate additional technologies not listed above
 6. What other recommendations does the Vendor believe should be considered for inclusion in an RFP with the above requirements?
 7. Please describe your experience with business models that successfully support and maintain Automated Correctional Security Technologies.

Qualifications

Please provide at least 3 instances of past performance, including references.

Focus Area #2: Minimum Security Surveillance

Statement of need

The Department is seeking to update its surveillance techniques and technology within its minimum security facilities.

Background

- Bolduc Correctional Facility, Warren, Maine: Original facility was built in the early 1930's. Additional units constructed in 1990 and 1993 and the facility currently houses approximately 222 minimum custody prisoners. Current surveillance equipment includes limited amounts of cameras and a single DVR. The facility has no sensor equipment.
- Charleston Correctional Facility, Charleston, Maine: Original facility built in 1950 as an Airbase and later converted to a correctional facility. Additional unit constructed in 1990 and currently houses up to approximately 155 minimum custody prisoners. Current surveillance equipment includes limited amounts of cameras and a single DVR. The facility has no sensor equipment.

- Central Maine Pre-release Center, Hallowell, Maine: Original facility built in 1920's and opened as a correctional facility in 1979. Facility currently houses approximately 64 community custody prisoners. Current surveillance equipment includes limited amounts of cameras, with no recording capabilities. The facility has no sensor equipment.
- Downeast Correctional Facility, Machiasport, Maine: Original facility built in 1955 as an Airbase and converted to a correctional facility in 1979. Facility currently house approximately 148 minimum custody prisoners. Current surveillance equipment includes limited amounts of cameras and DVR capabilities. The facility has no sensor equipment.

Areas of Interest

The Department is interested in cameras and motion detection technologies as well as other surveillance techniques and technology for its minimum security facilities such as cell phone detection and other technologies.

Questions

1. What are the different types of business models and accompanying technology for minimum security facilities?
2. What other recommendations does the Vendor believe should be considered for inclusion in an RFP with the above areas of interest?
3. What information does the Vendor require in an RFP in order to provide accurate estimates of costs needed to implement minimum security surveillance projects?

Qualifications

Please provide at least 3 instances of past performance, including references.

Focus Area #3: Physical Security

Statement of need

The Department requires updates to the physical security of all of its facilities including but not limited to inmate tracking, searches, and perimeter fencing.

Background

- Long Creek Youth Development Center and Mountain View Youth Development Center have single fence perimeters. The facilities search equipment is limited to walk through and hand held metal detection. Outside of an automated count system, the tracking of resident movement is limited to visual and hand written documentation.
- Maine State Prison, Warren, Maine is a maximum security facility and has a double fence perimeter, with razor wire and zone sensor alarms. This system is impacted by snow and wind. This facilities search equipment is limited to walk through and hand held metal detection. Outside of an automated count system, the tracking of prisoner movement is limited to visual and hand written documentation.
- Maine Correctional Center, Windham, Maine is a medium / minimum security reception facility and has a double fence perimeter for special management unit. The remainder of the facility has a single fence perimeter, with razor wire. The fence was erected in the 1060's when the facility became medium custody. This facility provides intake for the Department of Corrections, which results in approximately 1,050 intakes each year; in addition the facility

transfers or releases the same amount of prisoners, as well as performs medical transports on a regular basis. This facilities search equipment is limited to walk through and hand held metal detection. Outside of an automated count system, the tracking of prisoner movement is limited to visual and hand written documentation.

Areas of Interest

The Department is interested in creating and implementing new processes for the following:

1. Inmate and Resident Tracking: The Department is interested in biometrics and other technologies and techniques to track inmates throughout the system.
2. Searches: The Department is interested in processes and technology associated with staff, visitor and inmate searches including but not limited to body scan.
3. Perimeter Fencing: The Department is interested in updating its perimeter fencing, including but not limited to the use of electric fences.

Questions

1. What are the different types of business models and accompanying technology for physical security?
2. What other recommendations does the Vendor believe should be considered for inclusion in an RFP with the above areas of interest?
3. What information does the Vendor require in an RFP in order to provide accurate estimates of costs needed to implement physical security projects?

Qualifications

Please provide at least 3 instances of past performance, including references.

Focus Area #4: Self Service Technologies

Statement of need

The Department is seeking to increase its utilization of self service technologies and IT programs, for adult prisoners, juvenile residents, correctional staff and public citizens.

Background

The Department has implemented self service technologies but is still in the beginning phases with this industry trend. Implementations thus far are, but not limited to, the following:

- Commissary Kiosk Implementation: The Department has recently launched a new kiosk solution for commissary services for adult prisoners and juvenile residents. The system allows adult prisoners and juvenile residents to place orders for commissary and property items such as candy, snacks, and clothing. A total of 49 kiosks have been installed across nine adult and juvenile correctional facilities throughout the State. Clients can now also use the kiosk to automatically transfer funds from their trust accounts into their phone accounts.
- Money Deposit Service: An online web based portal that allows friends and family members to make deposits to the trust and phone accounts of adult prisoners and juvenile residents, with the convenience of a credit card. Integration with the trust account and banking modules of the

Corrections Information System (CORIS) ensure a streamlined and completely automated deposit process.

Areas of Interest

Additional areas of self service technologies and other IT programs of interest are, but not limited to, the following:

- Closed Circuit TV Channel for use by training, internal information source for staff, prisoners and juvenile residents.
- Blue Tooth for prisoner headsets with TV's, radios etc.
- Prisoner and resident email, messaging systems.
- Prisoner and resident access to secure and controlled internet platforms
- Satellite Television
- Video visitation
- Debit card accounts for minimum and pre-release prisoners. Also includes prepaid cards to support 'cash-less' releases.
- Mp3 music downloads

Focus Area #5: Community Corrections Security

Statement of need

The Department is interested in security systems for its adult and juvenile community corrections operations.

Background

1. Juvenile Community Corrections: The juvenile system is divided into three regions that oversees the entire State of Maine, with use of regional and sub offices. On occasions Juvenile Officers may work alone in the office or conduct community visits in a variety of settings and circumstances. Some offices are secure with buzzer entrance, while other offices are unsecured. No surveillance equipment is currently utilized in these settings. Officers are assigned cuffs and OC spray. Officers must utilize office or cell phones for communication when emergencies arise.
2. Adult Community Corrections: The adult system is divided into three regions that oversees the entire State of Maine, with use of regional and sub offices. On occasions Probation Officers may work alone in the office or conduct community visits in a variety of settings and circumstances. Some offices are secure with buzzer entrance, while other offices are unsecured. No surveillance equipment is currently utilized in these settings. Adult Probation Officers are Law Enforcement and may arrest and transport probationers. Officers are assigned a vehicle, firearm, vest, OC spray, cuffs and radio communications.

Areas of Interest

The Department is interested in security technologies in the following areas:

- **Offices and Sub-Offices:** Security systems including cameras, panic buttons and other technologies for use in offices and sub-offices.
- **Field Services:** Security systems for probation officers' cars and home visits such as cameras, microphones and other technologies.

Questions

1. What are the different types of business models and accompanying technology that deliver Community Corrections Security?
2. What other recommendations does the Vendor believe should be considered for inclusion in an RFP with the above areas of interest?
3. What information does the Vendor require in an RFP in order to provide accurate estimates of costs needed to implement Community Corrections Security?

Qualifications

Please provide at least 3 instances of past performance, including references.

Focus Area #6: Inmate and Resident Phone System

Statement of need

The Department is interested in the latest technology and solutions for inmate and resident phone systems.

Background

The Department currently owns and operates its own phone system. The phone system is a VoIP solution that provides both debit and collect calling options for adult prisoners and juvenile residents.

The phone system is an integrated module of the Corrections Information System (CORIS). Real-time communication allows for the automated control of phone access, management of allowed call lists, the monitoring of phone call activity, automatic trust account withdrawals (for debit calling) and much more.

Areas of Interest

The Department is interested in both new approaches as well as enhancements to its current system. Specific areas of interest include speech recognition or other biometric software that support positive prisoner identification – during the call flow process.

Questions

1. What are the different types of business models and accompanying technology that deliver inmate and resident phone systems?
2. What other recommendations does the Vendor believe should be considered for inclusion in an RFP with the above areas of interest?
3. What information does the Vendor require in an RFP in order to provide accurate estimates of costs needed to implement or enhance the current inmate and resident phone system?

Qualifications

Please provide at least 3 instances of past performance, including references.

Vendor Information Form

Question	Answer
Company name	
Company address	
Company web page	
Main products/services	
Main market/customers	
Ownership structure with ownership status in percentage	
Structure of mother corporation, joint ventures, subsidiaries, partnerships or other relevant relations	
Number of years on the market	
Company location(s)	
Financial information	
Last year turnover	
Last year gross margin	
Last year profit	
Stock markets where your company is listed	
Contact person responsible for answering this RFI	
Telephone	
Email	
Locations available for delivery, if not worldwide.	